UCL Day Nursery
50-51 and 55-59 Gordon Square
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Nursery Manager: MS Kate Burtenshaw
Baby Unit: Deputy Manager: Zehra Bukowski
Pre-School: Deputy Manager: Anna Wright
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1.1
The aim of the **UCL Day Nursery** is to provide high quality childcare and nursery education in a safe, nurturing and stimulating care environment, giving priority to the development, needs and happiness of our children and their families.

At UCL Day Nursery we follow the principle that the provision of high quality play and first hand experiences can enable children to learn indoors and outside through social interaction, through play including heuristic and treasure basket play, communication in the widest sense and the development of language, movement and multi sensory experiences which develop health, strength co-ordination and thinking. We take it as read that this takes place in emotionally warm, secure and orderly environment underpinned by the key person.

The Nursery believes that this quality can be achieved by working together in partnership with parents, carers and OFSTED, with our childcare and nursery education firmly based on the following principles:

- Every child is a unique individual
- All children have skills and abilities that need to be brought out and built upon
- The starting point of children’s education is what they can do, not what they cannot do.

- Children have the right to develop physically, socially, emotionally, morally and intellectually to their full potential
- All children learn best through play and first hand experiences, using their five senses.

- Learning is holistic for young children
### UCL Day Nursery Fees 2014-15

The approved standard monthly fee charges for the UCL Day Nursery with effect from 1st Sept 2014 are set out below. The fees have been calculated based on the nursery opening for 49.1 weeks during 2014-15.

The daily fees are:

<table>
<thead>
<tr>
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<th>2014/15</th>
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<tbody>
<tr>
<td>Baby Rate</td>
<td>£59.99</td>
</tr>
<tr>
<td>Child Rate</td>
<td>£51.65</td>
</tr>
<tr>
<td>Tea</td>
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<tr>
<td>Lunch</td>
<td>£2.27</td>
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<tr>
<td>Total Tea/Lunch</td>
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#### Baby Rate 0 - 3 years

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<tr>
<th>Days Per Week</th>
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<th>Fee including Tea only</th>
<th>Fee including Lunch only</th>
<th>Fee including Lunch and Tea</th>
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<tr>
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<tr>
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<td>£1,244.94</td>
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#### Child Rate 3 years plus

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**Notes:**

The baby rate fees apply to all children 0-3 years. On the term after your child’s third birthday the fee will change to the child rate. At this stage some children may also be eligible for Nursery Education Funding from Camden Council and this is reflected through a reduction in the monthly fee rate. For 2014-15 the funding is £226.75 per month.
Location and Contacts

The Nursery can accommodate a combined total of 68 children between the ages of three months and five years—the nursery is situated on two sites in the basement of 50-51 Gordon Square for the children over two years and in the basement of 55-59 Gordon square, for children under the age of two and a half years. You can contact the manager Kate Burtenshaw at 0207 679 7461 nursery@ucl.ac.uk or via the web site http://www.ucl.ac.uk/current-students/welfare/nursery/

1.3 Nursery Management and Staff Structure

There are Sixteen full-time members of staff appointed to the Nursery comprising a Nursery Manager, Two Deputy Manager’s one with responsibility for each site, Twelve Nursery Practitioners and a full-time cook. With the exception of the Nursery Assistants and the cook, all the staff is NVQ Level 3-qualified (or equivalent) and above.

There is also a Day Nursery Management Group made up of the Nursery Management and a number of parent representatives which meets trebly to discuss Nursery issues and policies and to make decisions on matters such as fees, staffing, registration and administration. The agenda and minutes of all Management Group meetings are posted on the parent’s web site. (See also Partnership with Parents.)

1.4 Opening Hours

The Nursery is open for approximately 49 weeks per year. It is closed at normal UCL closure periods, usually one week at each of Christmas and Easter, plus bank holidays. It may also be necessary, depending on staffing levels, to close the Nursery for up to four weeks during the summer vacation. Daily opening times are from 8.30am to 5.30 pm, however the last collection time 5.20 pm Mondays to Fridays. The nursery can close for up three days per year for staff training, there would usually be at least two weeks notice for each date chosen.

Parents are asked always to collect their children from the Nursery by no later than 5.20pm this is ensure, there is enough time for you to talk to the staff about your child’s day, look at what they have been doing and collect their belongings etc. If anyone other than yourself is collecting your child the Nursery Manager or the staff in your child’s room must be informed either in the morning or by telephone. This person should be known to the Nursery staff and must be named on your child’s record as a person authorised to collect him or her. If your child is not coming to Nursery a phone call is appreciated as soon as possible. (Appendix P2)
There is a combination lock on the Nursery entrance off the Pre-school. On your first day please ring the bell and you will be told the combination. The baby unit front door is operated by an intercom system, please ring the bell and staff will let you in.

There is covered space for the storage of buggies and push-chairs on both Nursery sites.

1.5 Waiting Lists
There is a waiting list for Nursery places, especially baby places. Those wishing to register should obtain an application form from the Nursery Manager, or from the UCL website, there is a £50 non refundable registration fee your child’s names will be added to the waiting list upon receipt for this fee. Further information is available on request to the Nursery Manager (Appendix P4).

SECTION 2: INFORMATION FOR NEW PARENTS

2.1 Settling in UCL Day Nursery staff wishes to provide the best possible care for all children in partnership with parents and carers.

At UCL Day Nursery, we put a very strong emphasis on settling-in and ask that all parents and carers allow two weeks for their children to settle in. We want to be sure that each child feels confident about being in nursery and being looked after by her or his key person. We also want Parents and carers to be confident about what we offer in nursery. If you are finding it difficult to settle your child in, then please talk to your key person, or to me. Starting nursery is an exciting step, but can also be difficult: we hope to make this work for you and for your child.

Kate Burtenshaw Nursery Manager and the staff team.

In order to do this we arrange a settling in period for each child and parent/carers to become familiar with the Nursery routine, establishment and staff. It is also especially important for the child to develop a positive relationship with his/her allocated key Worker so that he/she feels confident and secure when his/her parents leave them.

Every child is different and the settling in period can vary, for some children it will be their first experience of separation from a familiar person, however this can usually be achieved in one or two weeks. The length of time a child spends at Nursery, and the length of time they are being left will gradually be extended until the agreed hours are reached. How quickly this is achieved will be discussed and agreed between the parents/carers and the allocated Key Worker.
Please be patient, the settling in process can take time and commitment. We at UCL Day Nursery think it is an important process, which not only enables children to settle happily and confidently into the Nursery, but it also gives parents the opportunity to do so as well.

When a child attends the UCL Day Nursery for the first time, the parent is asked to allow for at least a week/two weeks to permit for the settling in process to take place. No fee are charges for those two weeks. Part time children should/will be settled in on a full time basis if at all possible. Each child’s allocated Key Worker will be responsible for this settling in period.

The transition between home and nursery normally requires a period of adjustment for children and parents. When a parent or parents visit the Day Nursery before their child takes up a place there, the Nursery staff will suggest ways to settle their child into the Nursery. The process of separation between child and parent during the Nursery day needs to be both structured and flexible, and to take account of the needs of each individual child. On your child’s first day you child will be allocated a key worker, it is your child’s key workers responsibility to liaise with you and settle. To ensure a smooth settling-in period it is expected that on accepting a place parents arrange to spend time in the nursery with their child prior to their start date, and then, as necessary, in the first days and weeks after the child has taken up his or her place. This settling-in time, helps the child to adjust gradually to the new environment, the nursery staff and other children.

During the child’s first couple of weeks at the Nursery we recommend to parents that they leave their child in the Nursery for less than a full day, until the transition from home to Nursery has been successfully made. In the event that a child becomes distressed, nursery staff will contact the parent or parents concerned so that they may come to the Nursery to reassure their child.

2.2 A Child's First Day

All parents are asked to provide at least one spare set of clothes for their child, which can be left in the bag provided on their child’s coat peg.

Disposable nappies will be needed for babies and younger children or spare pants for toddlers. As Nursery staff only use cotton wool and water (for reasons of hygiene, communal disposable wipes are not used), parents may also wish to provide disposable wipes.

For babies being bottle fed, parents are asked to bring bottles ready made up for use during the day. (A spare tin of Formula is useful too.)

For babies being weaned or children not having Nursery meals, food must be provided in a clearly labelled microwaveable container or lunch-box.

If a child has a particular blanket, teddy or comforter parents may find it useful to bring this along.
Parents of babies/children starting at the Nursery are asked to complete the document called “all about me” to provide their baby’s/child’s key worker information about their baby’s/child’s normal day i.e. sleep times, feed times etc. and any additional information they think the staff may find useful. This document is supplied to you either when you are given your formal offer. Or at a meeting with your child’s key worker prior to your child’s start date, this meeting is called a family conference. If you have not received a copy of this document please don’t hesitate to ask the Nursery for a copy.

2.3 The grouping of children and key workers

Each child admitted to the Nursery is assigned a member of Nursery staff known as a ‘key worker’. This member of staff is responsible for informing the child’s parent or parents of the child’s daily activities, and for completing assessments and observations on the child. The Nursery seeks primarily through the key worker system to promote a relationship of complete trust between child and key worker - and to ensure that the main care tasks for each child are clearly the responsibility of a single, designated member of staff. A further important purpose of the system is to enhance the Nursery’s record-keeping on individual children and to allow the sharing of information according to a consistent procedure.

When a child moves from one Nursery age grouping to another his or her key worker will change. The child’s parent or parents will have an opportunity to meet with the prospective new key worker before the new arrangement is confirmed. Although we try very hard to prevent changes in your child’s key worker, there may be unavoidable situations when a new key worker has to be allocated to your child, Such as changes in staffing etc, in this situation the staff team make every effort to keep you informed of the changes.

Children attending the Nursery interact and are encouraged to form close bonds and form shared attachments with all members of staff in the room in which they are
based. Key worker responsibilities must not impede the child’s or parent relationships with other Nursery staff who share responsibility for providing care in the room where the child is based. Indeed, parents are encouraged to communicate with all members of staff - and *vice versa*.

2.4 *Our Curriculum and activities we provide*

The UCL Day Nursery believes that children learn through first-hand experience, using their five senses to develop an understanding of the world. The desire to learn is natural and it is through playing with real objects and materials that they begin to make sense of their world. With play as our basis we are able to devise our curriculum plans.¹

The children’s day is carefully structured and planned, but allows plenty of time for free expression and free play. The atmosphere is relaxed, happy, fun and, very importantly, is free from pressure and stress. We provide a wide range of learning and discovery opportunities to help the children in our care reach their full potential, whatever their age.

Each unit has a designated area where parents can view the curriculum plans for that room. The plans include activities to be undertaken in the longer term (i.e. trebly) and also weekly, with the latter being displayed in each room.

- **Babies from 3 months and Toddlers**

The baby room aim’s to provide the children with the opportunity to learn about themselves and others discover and explore the world in which they live. The Toddler Room continues to develop the values and opportunities introduced in the Baby Room, albeit in a more structured environment/routine that is intended to facilitate the children’s’ subsequent transfer to the 2-5 years old room.

Activities for children in the Baby Room, Toddler room, and the 2-5 room are organised within the *Early Years foundation Stage*, This is divided into four themes, which are

¹ The curriculum is based around the best principles of Early Years Foundation Stage Education and works towards the Areas of Learning specified by the Department for Education and Skills [DfES]. (See also Pre-School Section below)
A Unique Child- every child is a competent learner from birth who can be resilient, capable confident and self assured.

Positive Relationships- children learn to be strong and independent from a base of loving and secure relationships with parents and or a key person.

Enabling Environment- the environment plays a key role in supporting and extending children’s development and learning.

Learning and Developing. - Children develop and learn in different ways and at different rates and all areas of learning and development are equally important and inter-connected.

Each theme is then broken down further into a number of components. The principles the EYFS, focus on young children’s relationships with the key people in their lives and the experiences which facilitate their learning.

2 up to 5 years

We offer a play-based curriculum, and children can move freely between all areas indoors and outdoors for most of the day. These Area’s are Stretch and Build/Construction Area , The library , Problem solving and numeracy area, the Role play area, Emergent writing and book making area, Sand and Water, and Messy play and creative area .

In early child hood education, the richest play and discovery takes place when it is supported by adults who are ready to judge when to join in and when not to, and when to teach a new skill or introduce a new concept. We think that this is done best when children can revisit high-quality play experiences every day, week, month year, refining their skills and developing their understanding, until they become experts in their skills.

Our Key person system is designed to ensure that we offer - to the best of our ability - loving, individualized care to children throughout the day. We have a Settling in policy to help children and their parents get the best possible start at the nursery, and we have a very effective Behaviour policy help children's development in this area.
Each area of the Nursery provides a range of carefully selected equipment, some which is set out to welcome the children as they arrive others are stored in clearly labelled draws that's the children are able to access throughout the day. This time is known as ‘free play’. The equipment is usually cleared away for fresh apparatus three times a day. We encourage the children to participate in the selection of apparatus - after all it is they who will be using it.

Throughout the day, normally in the afternoon, time is set aside for focused activities. The children may at this time split into ability groups or into twos or work individually. We aim to provide one-to-one attention to all children throughout their day. When weather permits, the schedule always includes some safe, supervised outdoor activity so that the children can run around and play in the fresh air.

When children join the pre-school group in the Playroom, the activities become more structured and focus on learning and development, which forms the initial stage of The National Curriculum. The planned activities provided each day are designed for children’s enjoyment and to support their learning in each of the six areas of The Foundation Stage. These are Personal, Social and Emotional Development, Communication, Language and Literacy, Mathematical Development, Knowledge and Understanding of the World, Physical Development and Creative Development. Each of the six areas include a number of Early Learning Goals and planned activities support children’s development in each of these areas as they are able to achieve each goal and their learning progresses.

Each child’s progress is monitored and a record of their achievements maintained as they progress through the nursery. Records may include examples of their work, photographs or written observations. These are available for parents to see and will be given to each child when they leave the nursery.

2.5 Our Registration System and records kept

OFSTED regulations require parents to give the following information to the Nursery Manager and parents will be asked to fill in several forms, including:

- name, address, date of birth, sex, ethnic origin and religion of the child;
• name, home address and place of work (including respective telephone numbers) of parent(s) or guardian(s) of child;
• name, address and telephone number of doctor and health visitor of child;
• state of immunisation of and infectious diseases suffered by child and other relevant information on child’s health;
• consent (or otherwise) to prescribed medication being administered to child by Nursery staff, if required;
• consent (or otherwise) to child’s receiving emergency medical treatment from the UCL Occupational Health Centre, if required;
• consent (or otherwise) to child’s being taken out of the Nursery premises (for occasional exercise, excursions etc.) by Nursery staff;
• Names of persons authorised to collect the child from the Nursery.

These forms will be kept in your child’s personal file along with emergency contact details. Please note that the Nursery relies on you to ensure that your child’s records are as up-to-date as possible.

2.6 Accidents and Illness

• Accidents

While every effort is made to ensure that the Nursery is safe, accidents, of course, occasionally happen. Fortunately these are usually minor bumps and scrapes which can be dealt with by Nursery staff. The staff will also record these accidents and inform you of them when you collect your child (Appendix 5).

In the case of more serious injury a parent will be contacted immediately. If for any reason we are unable to contact the parent or any of their emergency names and numbers, the Nursery staff may at the discretion of the Nursery Manager seek medical advice and if necessary treatment at University College Hospital Accident and Emergency Department. If appropriate the Nursery Manager will ask that a child is taken home following an accident or injury

• Illness

Parents are asked not to bring a child who is ill to the Day Nursery.

Should a child appear unwell during the course of the day, the parent will be contacted and may be asked to take the child home.
Spots and rashes must be seen by a doctor to confirm or rule out any infectious diseases.

Children who contact any infectious diseases must remain home for the minimum period of exclusion from the Nursery

• Medication

This can only be administered with written consent of the parent by completion of a ‘Parent’s authorisation to Day Nursery staff to administer prescribed medication to child’ form and must be prescribed by a doctor. Any child on prescribed medication must remain home for the first 48 hours of treatment.

2.7 Meals

The Day Nursery employs a Full-time qualified chef. We aim to provide a nutritious and well balanced diet and always offer a vegetarian alternative and halal meat if required.

All children are offered a drink of either milk or water mid-morning and again mid-afternoon. However, water is available throughout the day.

A hot lunch is served at approximately 11.30 am. Between 3.30 -4.00 p.m. the children have tea. Fresh fruit is provided at both lunch and tea time.

Menus are displayed on the parents’ notice board.

Both lunch and tea are optional: a parent may choose for their child to have either or both meals. Alternatively, parents may provide their own food but this must be suitable for re-heating (and contained in a clearly labelled microwaveable container or lunch-box). We do how ever ask that all babies are fully weaned on to a large selection of food on our menu before babies are offered Nursery meals.

Meal charges are paid as part of the overall monthly fees. Should a parent wish to change meal arrangements, they must inform the Nursery Manager as soon as possible.

Meal charges are made for a whole month and cannot be changed to reflect your child’s actual attendance in a month.

Lunchtimes are a social, relaxed and unhurried time, the children are encouraged to actively participate throughout all meal times, the children help to lay the table for their meal and are encouraged to serve their own food giving them choice of both food, portion sizes and independence and often help to share out the afternoon snack. We also aim to develop health happy eating habits along with appropriate table manners.

The size of meal portions is designed to be sufficient but not so much that it is off-putting.
• **Breast feeding**

Any mothers who currently breast feed their babies and wish to continue are welcome to do so in the Nursery. The mother will discuss with the key worker caring for her baby to work out appropriate times and arrangements.

2.8 **Rest Time**

Children who need to sleep are provided with that opportunity during the day, usually after lunch. The babies have their own separate sleep area and cots and therefore can sleep when necessary. The children in the Toddler Unit and Pre-school are provided with rest mats in a quiet area, if they wish to sleep.

2.9 **The use of space**

All rooms at the nursery make full use of available space. In addition to indoor and outside play areas, both rooms have designated messy play, quiet areas, and home corners. The playground and local communal areas are regularly included in activity plans and topic work.

2.10 **Our partnership with parents**

The UCL Day Nursery welcomes parental involvement and aims to work in partnership with parents in the care and education of the children. The Nursery Manager shares information with parents via email on a regular basis. Example; menus, events, holidays etc.

Information relating to the Curriculum and Nursery activities is displayed in the Nursery.

• **Parent Group Meetings**

The parents’ group meets approximately three times a year (usually one meeting per term). This is a chance for all the parents to meet informally to discuss various issues and matters of interest. It is also an opportunity for you to meet the parent representatives on the Day Nursery Management Group who, in turn, can pass on your views and ideas at the next Management Group meeting. The parents group also communicates via e-mail and a web site, maintained by the parents.

Please ask the parent representative for your child’s room for more details.

• **Day Nursery Management Group (DNMG)**

The Day Nursery Management Group meets once a term, to discuss operational issues concerning the Nursery. The DNMG provides a report to the Committee for Equal Opportunities (CEO). A parent representative of the Management Group is nominated on an annual basis to serve on CEO.
The Terms of Reference for the DNMG are as follows:

i. To receive updates from the Day Nursery Line Manager [DNLM] on the operation of the Nursery and any future developments
ii. To advise the DNLM on issues of concern to the parents
iii. To approve the Day Nursery budget and to set the Day Nursery fees on an annual basis
iv. To monitor and review the Day Nursery’s Operational Plan
v. To approve formal reports, etc., to College Committees/bodies
vi. To report to the Committee on Equal Opportunities

2.11 Fund-raising

There are several major fund-raising events throughout the year, including sponsored events, raffles and the sale of sweatshirts/polo shirts at certain times of the year also brings in money for the toy fund. We ask for your help and support on these occasions and welcome any new ideas and suggestions.

SECTION 3: TERMS AND CONDITIONS FOR USE OF THE DAY NURSERY

The following should be read carefully.

3.1 Use of the Day Nursery - Agreement to accept place

Parents are required to provide at the time of accepting a place as precise information as possible of the days when they wish to bring their child to the Nursery. Once a child has been allocated a place on an agreed basis, parents must sign a contract binding them to these arrangements [Appendix P8 refers]. The allocation of a place will normally continue through the vacation on the same basis as during term-time.

On being offered and accepting a Nursery place, a parent is required to pay a deposit equivalent to one month of projected usage of the Nursery within five working days of the date of the letter offering the place. Failure to pay the deposit will result in the offer of a place being withdrawn. This deposit will be deducted from the first month’s fees when the place is taken up at the Nursery. The deposit will not be refunded if the parent subsequently does not take up the place offered.

If the place is not taken up subsequently, the parent will be obliged to reimburse the Day Nursery for any loss of fee income resulting from the vacant place in the Nursery, according to the fees detailed.

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2A parent representative of the Management Group will be nominated on an annual basis to serve on CEO Outing Policy, Kate Burtenshaw revised April 2011-04-18
If, having taken up the place, the parent seeks to withdraw the child from the Nursery, he/she will be required to give two months’ written notice of withdrawal to the Nursery Manager and will be required to continue to pay fees in full (though not charges for lunch or tea) to the Day Nursery for up to two months after the date on which written notice is given to the Nursery Manager.

3.2 Fees

As a virtually self-financing operation, the Nursery depends on fee income for paying Nursery staff salaries, and meeting other running costs.

Apart from the deposit (see above) parents pay a uniform monthly charge for fees. This charge is calculated as one twelfth of a parent's projected usage of the Nursery over the coming year, according to the pattern of usage on the basis of which the parent has originally contracted to use the Nursery during that year (and including, where appropriate, charges for lunch and/or tea). If a parent changes to a different pattern of usage, he or she will pay the standard charge corresponding to this revised use of the Nursery with immediate effect. Details of the monthly fees charges for the current Nursery year are available on request to the Nursery Manager. The nursery is unable to hold places open for any given time without a fee being charged.

All Nursery users are required to pay fees for the coming month in full on the first working day of that month. UCL student users (and any non-UCL users) of the Nursery pay fees by cheque to the Nursery Manager. Cheques are to be crossed and made payable to 'University College London'. UCL staff users of the Nursery are encouraged to pay their Nursery fees by deduction from their monthly salary or via the salary sacrifice scheme: information on these methods of payment is available from UCL’s Human Resources Division (Appendix P9).

If, for any reason (including illness or holiday), a child is not brought to the Nursery when he/she should be present according to the terms of the signed contract, parents are required to pay the normal fee for days on which the child is absent.

Fee levels are normally adjusted annually and the Day Nursery reserves the right to amend Nursery fee levels whenever it deems this necessary. Depending upon circumstances, the Nursery Manager has discretionary authority to vary the above obligations.

Children aged three years and over will receive a grant from the DfES to pay towards their nursery care at UCL Day Nursery from the term after their third birthday.

Parents who may be eligible for the Government’s childcare grant scheme (available to full-time undergraduate UK/EU students) or other sources of financial support will
only be considered by the Fund managers once the outcome of any application to such funds is known. Information on government childcare grants and other sources of financial assistance for parents is available from the UCL Union Rights and Advice Office (tel.020-7679-4130). (See also [http://www.ucl.ac.uk/current-students/financial-support/childcare-grants/#A](http://www.ucl.ac.uk/current-students/financial-support/childcare-grants/#A) [http://www.ucl.ac.uk/current-students/financial-support/childcare-grants/#C](http://www.ucl.ac.uk/current-students/financial-support/childcare-grants/#C)

3.4 **Use of the Nursery by non-UCL staff**

If a member of UCL staff leaves the employment of UCL or if a student ceases to be a registered student of UCL he/she will cease to be entitled to priority consideration for a Nursery place, i.e. the Nursery Manager has discretion to offer the place instead to a current member of UCL staff or a currently registered student of UCL.

3.5 **Notice of absence**

If a child is not brought to the Nursery on any day when he/she should be present according to the terms of the signed contract, the parent(s) must inform the Nursery Manager of the reason for absence and the expected date of return by 10.00am.

3.6 **Termination of child's registration**

Parents will be required to give two months' written notice of withdrawal from the Nursery and to continue to pay full Nursery fees throughout that period of notice or until the place has been filled and full fees are being paid.

The Nursery Manager may, for any cause and at any time, cancel a child's registration upon giving four weeks' notice to the parents.

3.7 **Complaints Procedure**

UCL Day Nursery aims to provide a happy and stimulating environment for children, where they feel at home and loved. Our working practises aim to provide parents with ample opportunity to discuss their child/children’s care and education. We encourage continual informal discussion with key worker and a scheduled formal review meeting, where we give feed back on both general issues of participation in the nursery as well as on developmental targets for the Early Years Foundation stage

Anyone who wishes to make a complaint about his/her experience of the UCL Day Nursery is required to try first to resolve the matter informally, in consultation the Manager.

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I.e. staff who cease to be employed by UCL or students who cease to be registered at UCL during their period of use of the Nursery.
If it is not possible to resolve the matter informally, the complainant may invoke UCL's Centralised Complaints Procedure. The Procedure is available to students or prospective students, to staff or prospective staff, to employers of UCL students or graduates, and to members of the general public.

To initiate a complaint under UCL Complaints Procedure you should contact the UCL Complaints Officer, Mr Bob Wills, Director, Management Information and Services (ext.37388). Alternatively, further information can be found at http://www.ucl.ac.uk/Registry/Current/Rights/Complaints/ or http://www.intranet.ucl.ac.uk/staffandstudent/reference/acman/PartK/K4.htm

Useful Contacts

UCL complaints officer:

Mr Robert Willis, Director of management Information and services, Registrar’s Division University College London, Gower Street, London, WC1E6BT (telephone 0207-679 7388, fax 0207 679 7920, e-mail r.willis@ucl.ac.uk)

Complaints forms are available from

Nursery Manager, UCL Day Nursery, 50-51 Gordon Square, WC1H OPQ Tel; 0207 679 7461 or e-mail the nursery@ucl.ac.uk

OFSTED
PICCADILY GATE
STORE STREET,
MANCHESTER
M12WD

TELEPHONE 0300123 4234
Unless otherwise stated, the overall management of the Nursery, including its staff, premises and financial administration, is subject to UCL’s established regulations, policies and procedures; policy and procedure relating directly to child care provision has been developed in accordance with the guidelines and/or legal requirements as prescribed by Ofsted.

Service Level Agreement

Nursery Services – Childcare provision for UCL staff and students

Aim:
The Day Nursery team provide high quality childcare and nursery education in a safe, nurturing and stimulating care environment, giving priority to the development, needs and happiness of our children and their families.

Service level agreement:
At UCL Day Nursery we follow the principle that the provision of high quality play and first hand experiences can enable children to learn indoors and outside through social interaction, through play including heuristic and treasure basket play, communication in the widest sense and the development of language, movement and multi-sensory experiences which develop health, strength, co-ordination and thinking. We take it as read that this takes place in emotionally warm, secure and orderly environment underpinned by the key person.

✓ We believe this quality can be achieved by working together in partnership with parents, carers and OFSTED, with our childcare and nursery education firmly based on the following principles:

- Every child is a unique individual
- All children have skills and abilities that need to be brought out and built upon
- The starting point of children’s education is what they can do, not what they cannot do.
- Children have the right to develop physically, socially, emotionally, morally and intellectually to their full potential
- All children learn best through play and first hand experiences, using their five senses.
- Learning is holistic for young children

✓ The children attending our provision are happy, well motivated, and eager to join in and consistently demonstrate the characteristics of effective learning.

✓ All practitioners in our setting must be highly skilled (Qualified to level 3 and above) and sensitive in helping children of all ages form secure emotional attachments, and provide a strong base for helping them develop their independence and ability to explore.

✓ All practitioners in our setting have children’s safety and safeguarding at the centre of everything they do. They effectively support children’s growing understanding of how to keep themselves safe and healthy.

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✓ All practitioners contribute to creating a highly stimulating environment with child-accessible resources that promote learning and challenge children both in- and outdoors.

✓ We have an effective key person system in which the strong skills of all key persons ensure all children are emotionally well prepared for the next stages in their learning. Practitioners skilfully support children’s transitions both within the setting and to other settings and school.

✓ We have an excellent understanding of our responsibility to ensure that our provision meets the safeguarding and welfare, and learning and development requirements of the Early Years Foundation Stage (EYFS), and has effective systems to monitor their implementation. We will always make the most of learning relating to safeguarding and child protection to improve practice.

✓ We have in place targeted programme of professional development, which ensures practitioners are constantly improving their already first-rate understanding and practice. We provide high-quality professional supervision based on consistent and sharply focused evaluations of the impact of practitioners’ practice.

✓ The needs of children in our setting are quickly identified and exceptionally well met through highly effective partnerships between the setting, parents, external agencies and other providers.

✓ We deal with any complaints quickly and effectively in a confidential manner.

✓ Strong leadership and management structures are in place, which play a significant role in quality improvement, self-evaluation and reflective practice and the identification of key strengths and weaknesses.

✓ We recognise parents and carers as the most important influence on a child’s life and will value, influence and build upon the home learning environment to provide a supportive and enriched learning base for children. Will support and increase parental engagement in their child’s development, home learning environment and early years experience; thus recognising their own influence on improving outcomes for their child.

**Key Performance Indicators:**

1. Effective evaluations of children’s development levels which play a *significant role in quality improvement, self-evaluation and reflective practice* and the identification of key strengths and weaknesses.

2. The children attending our setting demonstrate increasingly high levels of self-control during activities and confidence in social situations.

3. Effective evaluations of professional development, which play a *significant role in quality improvement, self-evaluation and reflective practice* and the identification of key strengths and weaknesses.

4. Camden councils inspection Outcomes (Best Practice register)

5. High levels of uptake on Occupancy.
6. Parental confidence and positive feedback.
7. Ofsted inspection outcomes. (Have an Ofsted Grade of good or above)

**Feedback:**

We welcome feedback on all our services as this helps us to maintain and improve our service standards.